



## ROLE PROFILE

Job Title	Clinic Receptionist
Pay scale and spinal points	Scale A1: £19,240 - £21,840 (FTE) 44 hours - <i>This job is available as a job share for the right candidates.</i>
Reports to	Registrar
Service area	Clinic
Number of staff responsible for	None
Budget responsibility (£)	None

### **Purpose of Job:**

To operate and maintain reception to ensure the smooth-running of the College teaching clinic and assist the Clinical Manager as required.

### **Role Specific Responsibilities**

- To provide reception cover, and a meet and greet service for all visitors to the College, including patients and students.
- To assist the Clinical Manager in the administrative duties required to ensure the smooth running of the clinic.
- To assist the Clinical Manager in the maintenance and the development of the clinic databases, including any electronic diaries.
- To purchase daily consumables, order and monitor clinical resources as directed by the Clinical Manager.
- To assist the Clinical Manager in ensuring that agreed procedures for the collection of patients' payments are adhered to.
- To assist the Clinical Manager with the banking procedure.
- To assist the Clinical Manager with any student administrative processes in support of their clinical learning.
- To archive material and to store/retrieve electronic information
- To support other administrative staff as required
- To attend and actively participate (physically or via skype) relevant cross-college and location specific meetings as directed in order to provide input and take action where required.

### **In addition:**

- To embrace and promote the ethos and philosophy of the College as set out in its Mission Statement, Strategic Plan and Staff Handbook.

- To display appropriate interpersonal and communication skills which, by example, students will follow and adopt in professional life.
- Ensure that all the relevant professional standards are demonstrated and upheld.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

<b>Key Competencies:</b>		
Personal Effectiveness	Leadership	Working in Partnership
<ul style="list-style-type: none"> <li>• Is courteous and professional when interacting with students/the public and colleagues.</li> <li>• Presents a positive and professional image of self and the College when communicating.</li> <li>• Shows integrity and fairness when dealing with students and/or colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands how own work contributes to the College of Osteopath's goals.</li> <li>• Demonstrates a commitment to own personal development and learning.</li> </ul>	<ul style="list-style-type: none"> <li>• Shares information with colleagues to deliver objectives.</li> <li>• Contributes to a positive team spirit and healthy working environment.</li> </ul>

### **Flexibility**

- In order to assist the clinical teams in supporting students on a part-time programme, there may be occasions when you will be required to attend at weekends to participate in e.g. Open Days, Programme Committees and student clinical assessments. Such duties, however, will fall within the scope of the post, and be at the appropriate level.

### **Health and Safety**

- To support clinical teams in ensuring safe and efficient delivery of service by adhering to health and safety protocols within the clinic and reducing risk.

### **The College's Commitment to Equality**

- To support the College's commitment to equality of opportunity in the provision of the service the College delivers to students, patients and the public.

### Information Security (including use of IT)

- In order to protect the confidentiality, integrity and availability of information, employees will comply with the College's policies to cover IT use, electronic communication & government legislation on data storage & protection.

### Safeguarding of Students Patients and the Public

- The College is committed to safeguarding students, patients and the public. Safe recruitment of staff is central to this commitment, and the College will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to students, patients and the public. All staff employed to work at the College must be competent.

## PERSON SPECIFICATION

### Qualifications Required

Type	Level required
Professional qualifications/membership	Not-applicable
Education	Educated to at least GCSE or NVQ Level 2, or equivalent

### Technical / Knowledge Requirements

Type	Description
<b>Knowledge &amp; Experience</b>	Experience of working in a similar environment. Experience of working independently with supervision. Some experience of managing a varied workload with differing demands on your time. Some experience of using social media to raise awareness/promote the clinic services. Some experience of responding to students effectively including signposting to colleagues. Experience of supporting others in carrying out their activities.
<b>Information Technology</b>	Ability to use Microsoft office on a daily basis including Word, Excel and Outlook and the College's virtual learning environment (VLE) and electronic diary.

### Competencies

Competency	Levels
Personal Effectiveness	<ul style="list-style-type: none"><li>• Passes on information accurately and promptly.</li></ul>

	<ul style="list-style-type: none"> <li>• Listens carefully to others and asks questions for clarification.</li> <li>• Writes fluently and succinctly using appropriate style.</li> <li>• Adopts a clear and professional telephone manner</li> <li>• Deals with confidential or sensitive issues discreetly</li> <li>• Is open and honest when communicating with others</li> <li>• Consistently acts in a way that promotes equality and diversity</li> <li>• Shows empathy and understanding for the feelings of, and situations faced by others</li> <li>• Is aware of own responsibilities for the health, safety and welfare of self and others</li> <li>• Demonstrates a positive attitude and approach to work</li> <li>• Is self-motivated, undertaking relevant tasks and activities without always having to be asked</li> <li>• Is flexible and adaptable to changing goals and circumstances</li> <li>• Acts quickly to deal with potential problems</li> <li>• Ensures own work is of a high quality, accurate and timely</li> <li>• Strives to improve on past standards of performance</li> <li>• Manages time and prioritises work to maximise productivity and effectiveness</li> <li>• Displays conscientiousness in getting the job done to the best of ability</li> </ul>
<p><b>Working in Partnership</b></p>	<ul style="list-style-type: none"> <li>• Actively contributes ideas in team meetings or discussions</li> <li>• Appreciates the demands on team colleagues and willingly provides them with support</li> <li>• Can agree to compromise where appropriate</li> <li>• Shares information and knowledge with those outside of own team</li> </ul>